

Remark/Arguments

A. Claims in the Case

Claims 1-113 have been rejected. Claims 21, 50, and 61 have been cancelled. Claims 1, 2, 13, 14, 24, 43, 44, 54, 55, 64, 81, 82, 88, 89 and 95 have been amended. Claims 114-116 are new. Claims 1-20, 22-28, 43-49, 51-60, 62-68, 81-99, and 111-116 are pending in the case.

B. Specification

The Examiner objected to the amendment filed July 1, 2004 as introducing new matter into the disclosure. Applicant respectfully disagrees with this objection. Nevertheless, to expedite prosecution of this application, Applicant has amended claims 1, 2, 13, 14, 24, 43, 44, 54, 55, 64, 81, 82, 88, 89, and 95 for clarification. Support for the amendments may be found in Applicant's specification at least on page 5, lines 1-3. Applicant submits that the amended claims do not include any new matter.

C. 35 U.S.C. § 112, First Paragraph

The Examiner rejected claims 1-28, 43-68, 81-99, and 111-113 under 35 U.S.C. §112, first paragraph, as containing subject matter which was not described in the specification in such a way as to reasonably convey to one skilled in the relevant art that the inventor, at the time the application was filed, had possession of the claimed invention. Applicant respectfully disagrees with these rejections. Nevertheless, to expedite prosecution of this application, Applicant has amended claims 1, 2, 13, 14, 24, 43, 44, 54, 55, 64, 81, 82, 88, 89, and 95 for clarification. Applicant submits that the claims are allowable under 35 U.S.C. §112, first paragraph.

D. The Claims Are Not Obvious Over Ryan in View of Brooks and Borghesi and Further in View of Eisen Under 35 U.S.C. § 103(a)

The Examiner rejected claims 1-113 as being obvious over U.S. Patent No. 5,655,085 to Ryan et al. (hereinafter, “Ryan”) in view of U.S. Patent No. 4,992,972 to Brooks et al. (hereinafter “Brooks”) and U.S. Patent No. 5,950,169 to Borghesi et al. (hereinafter “Borghesi”) and further in view of U.S. Patent No. 4,964,077 to Eisen et al. (hereinafter “Eisen”) under 35 U.S.C. § 103(a). Applicant respectfully disagrees with these rejections.

To reject a claim as obvious, the Examiner has the burden of establishing a *prima facie* case of obviousness. *In re Warner*, 154 U.S.P.Q. 173, 177-78 (C.C.P.A. 1967). To establish *prima facie* obviousness of a claimed invention, all claim limitations must be taught or suggested by the prior art. *In re Royka*, 490 F.2d 981, 180 U.S.P.Q. 580 (C.C.P.A. 1974); MPEP § 2143.03. In addition, there must be some suggestion or motivation, either in the references themselves or in the knowledge generally available to one of ordinary skill in the art, to modify the reference or to combine reference teachings. *In re Vaeck*, 947 F.2d 488, 20 U.S.P.Q.2d 1438 (Fed. Cir. 1991).

Amended claims 1, 13, 24, 54, 64, 81, 88, and 95 describe combinations of features including: “wherein the page identifier comprises a unique code for the display page”. Amended claim 43 describes a combination of features including: “wherein the page identifier comprises a unique code for a display page”. Support for the amendments may be found in Applicant’s specification at least on page 34, lines 18-23, which state:

In one embodiment, each page in the insurance claims processing system may have a unique code, which may be referred to as a page ID. The page ID for the invoked page may be read. In one embodiment, the page ID may be stored with information describing the page that is read by the claims processing system prior to displaying the page. The information may describe the format and contents of the page.

The cited art does not appear to teach or suggest at least the above-quoted features of claims 1, 13, 24, 43, 54, 64, 81, 88, and 95, in combination with the other features of the claims.

The office action mailed March 4, 2004 appears to take the position that Brooks teaches or suggests a "page identifier". Brooks states in part:

Each panel may also have one or more input fields 414, in which the user may enter data by moving the cursor thereto with cursor-movement keys on keyboard 430, and then typing in the data and pressing an "Enter" key. Each input-field specification 414 has individual entries for determining the location (LOC) of the field on display 420 and the attributes (ATTR) with which the field data is to be displayed (such as color, reverse video, etc.). For character-mode display screens, the location of a field is specified by the character row and column of its upper left corner and the row and column of its lower right corner.
(Brooks, column 6, lines 5-16)

Each help-area entry such as 417 in the set 416 contains a location LOC, specified in the same manner as are the input and output fields. Each entry also includes a name which corresponds to the name of a particular help module in help object 440.

The locations of different help areas may overlap each other; the area actually used for a given cursor location is found by searching their list of entries 417 in order, and designating the first entry whose LOCation includes the actual position of the cursor. In this way, a final entry 417' can serve as a general help designator, by including the entire screen in its LOCation. The final entry 417' may NAME a general help module for the entire command panel 411, and this module will be picked up if the cursor is outside the areas for all other help-module entries for that panel.
(Brooks, column 6, lines 31-46)

Brooks appears to teach entries determining a location of an input field, output field, or help area on a display (e.g., a position of a cursor). Brooks, alone or in combination with the other cited art, does not appear to teach or suggest a page identifier comprising a unique code for a display page, in combination with the other features of claims 1, 13, 24, 43, 54, 64, 81, 88, and 95.

Amended claims 1, 13, 24, 81, 88, and 95 also recite: “initiating a first step in the processing of the bodily injury insurance claim, wherein the context-sensitive help for the step is automatically invoked when initiating the step”. Amended claim 43, 54, and 64 recite: “initiate a first step in the processing of the bodily injury insurance claim, wherein context-sensitive help for the step is automatically invoked when the step is initiated”. Support for the amendments may be found in Applicant’s specification at least on page 5, lines 1-3. The cited art does not appear to teach or suggest at least these features of the claims, in combination with the other features of the claims. For example, Eisen states:

Alternatively, the help/dialog information can be provided automatically as a new user uses the application. The amount of information shown decreases according to the user-set thresholds for the application topics. If additional help is needed, the user can request it through a help facility.
(Eisen, column 8, lines 14-19)

Eisen appears to teach automatically providing help/dialog information when a new user uses an application. Eisen, alone or in combination with the other cited art, does not appear to teach or suggest automatically invoking context-sensitive help for a processing step of a bodily injury insurance claim when the processing step is initiated.

Moreover, Applicant respectfully submits that the Office Action has not stated a *prima facie* case of obviousness for combining Ryan, Brooks, Borghesi, and Eisen. The Office Action states:

Ryan, Brooks, and Borghesi fail to expressly disclose the newly added features. However, Eisen discloses a context sensitive help system where the help information can be provided automatically as a new user uses the application. The Examiner respectfully submits that the remaining features for claims 1, 2, 13, 14, 24, 43, 44, 54, 55, 64, 81, 82, 88, 89, and 95 were disclosed in the previous Office Action (paper number 16), and are incorporated herein.

For at least the reasons discussed above, Applicant disagrees that the cited art discloses all the features of claims 1, 13, 24, 43, 54, 64, 81, 88, and 95. In any case, the Office Action does not

appear to provide a motivation or suggestion for combining Ryan, Brooks, Borghesi, and Eisen. Applicant submits there is no motivation or suggestion to combine Ryan, Brooks, Borghesi, and Eisen to produce the combination of features of claims 1, 13, 24, 54, 64, 81, 88, or 95. Applicant respectfully requests the removal of the 35 U.S.C. §103(a) rejections of these claims.

E. New Claims

New claim 114 describes a combination of features including “wherein determining the first relevance value comprises using a word count for a term or a code from the first help information entry, wherein determining the second relevance value comprises using a word count for the term or the code from the second help information entry.” Support for claim 114 may be found in the specification at least on page 24, lines 17-28. Applicant submits that the combination of features of this claim are not taught or suggested by the cited art.

New claim 115 describes a combination of features including “wherein determining the first relevance value comprises determining a position of a code or a term in the first help information entry, wherein determining the a second relevance value comprises determining a position of the code or the term in the second help information entry.” Support for claim 115 may be found in the specification at least on page 28, line 27 through page 29, line 15. Applicant submits that the combination of features of this claim are not taught or suggested by the cited art.

New claim 116 describes a combination of features including “wherein the first unit of help information includes text sections from one or more documents related to the processing of the bodily injury insurance claim, wherein the second unit of help information includes text sections from one or more documents related to the processing of the bodily injury insurance claim.” Support for claim 116 may be found in the specification at least on page 6, lines 14-22.

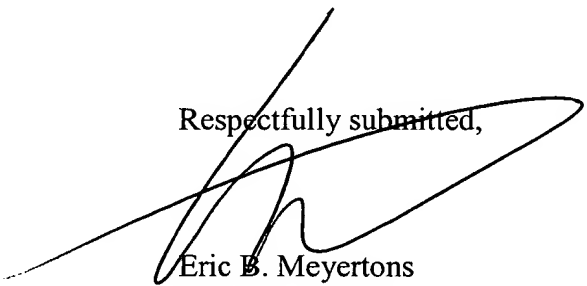
Applicant submits that the combination of features of this claim are not taught or suggested by the cited art.

F. Additional Remarks

Based on the above, Applicant submits that all of the claims are in condition for allowance. Favorable reconsideration is respectfully solicited.

If any extension of time is required, Applicant hereby requests the appropriate extension of time. If any fees are inadvertently omitted or if any additional fees are required or have been overpaid, please appropriately charge or credit those fees to Meyertons, Hood, Kivlin, Kowert & Goetzel Deposit Account No. 50-1505/5053-35700/EBM.

Respectfully submitted,



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